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Tuesday, February 20, 2007

RP may outpace India in BPO sector

The Philippines will be at the forefront of outsourcing industry in the world outpacing India, Canadian Chamber of Commerce of the Philippines (CCCP) declared Monday.

CCCP Sean Georget executive director affirmed that though India has been ahead by five the Philippines has surpassed India by two-fold, considering that Filipinos are only 83 million, while the population of India is 1 billion population.

Georget said, "In terms of voice operations, Philippines is number one all over the world and we could further boost the outsourcing industry in 2010 and be far much ahead of India."

Meanwhile, Information Communication and Technology committee president Richard Mills told reporters that the Philippines is the number one choice of investors in outsourcing. "However, we aim to finally establish some concrete reputation that the country could surpass India in terms of employment penetration."

Business Processing Association of the Philippines executive director Mitch Locsin said the country is usually publicized through bad news, but having the CCCP promote the country to the international market to outsource is a big proof that the country is the best place to outsource.

"That is the only problem, we would just usually be on international media if it has something to do with the political turmoil," Locsin said.

The Philippines employs a total of 226, 000 people in customer service industry, while in 2010 the CCCI and ICT project it to grow at 600,000 seats, leaving India behind.◆

--Katrina Mennen A. Valdez



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